



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Mpower Communications Corp.**  
**Mpower Communications of Illinois**  
**for quarter ending September 30, 2005**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$831.63	\$1,034.15	\$364.24	\$2,230.02
B. Number of credits issued for repairs - 24 - 48 hours	32	20	16	68
C. Number of credits issued for repairs - 48 - 72 hours	12	7	3	22
D. Number of credits issued for repairs - 72 - 96 hours	7	0	5	12
E. Number of credits issued for repairs - 96 - 120 hours	3	1	1	5
F. Number of credits issued for repairs > 120 hours	2	1	0	3
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**

Section 730 C & D reflect answer time for all markets. Cannot extract Illinois only.  
Section 730.30 - Not able to report at this time.